

## DOCUMENT RESUME

ED 366 721

CE 065 516

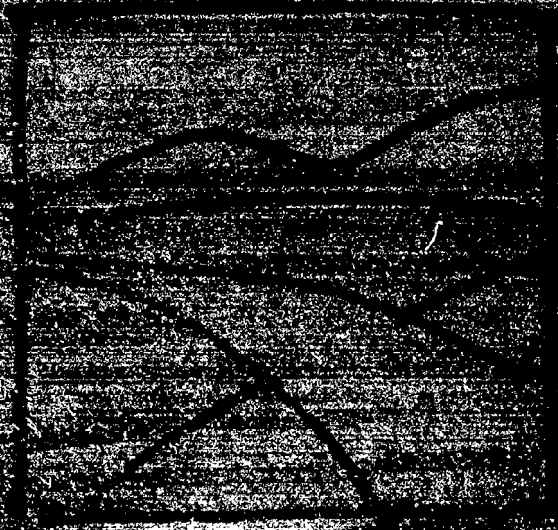
AUTHOR Reader, Mel, Comp.  
TITLE Volunteerism. Rural Information Center Publication Series, No. 24.  
INSTITUTION National Agricultural Library, Beltsville, MD.  
REPORT NO ISSN-1056-9685  
PUB DATE Apr 93  
NOTE 20p.  
PUB TYPE Reference Materials - Bibliographies (131) --  
Reference Materials - Directories/Catalogs (132)  
  
EDRS PRICE MF01/PC01 Plus Postage.  
DESCRIPTORS Annotated Bibliographies; \*Community Organizations;  
Information Sources; Organizations (Groups); \*Public Service; Resource Materials; \*Volunteers; \*Volunteer Training  
IDENTIFIERS \*Volunteerism

## ABSTRACT

This annotated bibliography is intended to help local officials, community leaders, and other interested individuals understand the ways in which volunteers can serve community organizations. Each of the individual publications/resources cited is concerned with volunteer leadership, management, training, recruitment, programs, and/or sources. The bibliography lists the following resources: 14 articles, 25 books, 13 associations, 21 education and training programs, and the 16 local offices of Support Centers of America. Information about delivery of National Agricultural Library documents to individuals and electronic mail access for interlibrary loan requests is also included. (MN)

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## **Volunteerism**

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Clarion University of Pennsylvania  
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**Rural Information Center Publication Series, No. 24**



**National Agricultural Library Cataloging Record:**

Reader, Mel

Volunteerism.

(Rural Information Center publication series ; no.24)

1. Voluntarism--Bibliography. 2. Voluntarism--Directories. I. Title.

aHN49.C6R873 no.24

# Rural Information Center

National Agricultural Library  
U.S. Department of Agriculture  
Beltsville, Maryland 20705

The Rural Information Center (RIC) is a joint project of the Extension Service and the National Agricultural Library (NAL). RIC provides information and referral services to local government officials, community organizations, health professionals and organizations, cooperatives, libraries, businesses, and rural citizens working to maintain the vitality of America's rural areas. The Center combines the technical, subject-matter expertise of Extension's nationwide educational network with the information specialists and resources of the world's foremost agricultural library.

The Office of Rural Health Policy in the Department of Health and Human Services (DHHS) and the NAL jointly created a Rural Information Center Health Service (RICHS) as part of the RIC. RICHS collects and disseminates information on rural health issues, research findings related to rural health, and innovative approaches to the delivery of rural health care services.

## SERVICES:

**Provide** customized information products to specific inquiries including assistance in economic revitalization issues; local government planning projects; rural health issues; funding sources; and other related issues for the purpose of monitoring the quality of rural life.

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- Successful strategies, models, and case studies of community development projects
- Small business attraction, retention, and expansion
- Tourism promotion and development
- Recycling programs
- Community water quality
- Technology transfer to rural areas
- Closures, restructuring and diversification of rural hospital and clinics
- Agricultural health and safety
- Health programs, services, personnel issues
- State initiatives concerning rural health delivery issues

**Refer** users to organizations or experts in the field who can provide additional information.

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**Furnish** bibliographies and Rural Information Center Publication Series titles.

**Identify** current USDA and DHHS research and Cooperative Extension Systems programs.

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Rural Information Center  
National Agricultural Library, Room 304  
Beltsville, MD 20705-2351

**\*Electronic Mail** through INTERNET (RIC@NALUSDA.GOV)

**\*NAL Bulletin Board** (RIC/RICHS Conference) 1-301-504-6510

## Volunteerism

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## Volunteerism

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### INTRODUCTION

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Many organizations owe their origin and development to the untiring activities of committed citizens who advocated a cause. Numerous communities rely on volunteers to provide leadership roles, community services, and outreach activities. The purpose of this resource list is to illustrate ways that volunteers can serve community organizations.

According to the report, *Community and Rural Development Impact Study Report: Voluntarism in People's Plan '87*, volunteers can be defined as those who do not expect "financial gain for their time, effort, funds, materials, skills, and knowledge." A Gallup survey summarized in *Giving and Volunteering in the United States: Findings from a National Survey* indicates that motivation for voluntarism tends to cluster around eleven major areas: altruism, self-actualization, religious commitment, institutional benefits, personal fulfillment, personal example, being asked, business or community fulfillment, creating a remembrance, employer's suggestion, and, tax considerations.

Benefits that volunteers bring to local organizations often include: distinctive viewpoints, special skills or abilities, and/or area expertise. In attempting to provide coverage in this bibliography for a variety of issues, my goal is to examine means that local organizations can use in attracting, sustaining, and retaining volunteers.

Depending upon citizen participation, communities engage in a variety of activities which include meeting specific community needs such as promoting literacy, providing community development at the local level, and supporting government at all levels. Local community organizations are especially dependent upon voluntary contributions to maintain viability. The extent to which communities are willing to participate in and rely upon local organizations denotes criteria for judging and evaluating citizen commitment to causes and services.

Causes and services representing local concerns can be linked to topics/issues concerning citizen participation which may be used by local officials, community leaders, and other interested citizens. The main topics covered in this bibliography include volunteer leadership, management, training, recruitment, programs, and sources. This bibliography is intended to be used by local officials, community leaders, or other interested individuals as a resource for providing volunteer services to local communities.



## ARTICLES AND BOOKS

### Articles

1

"Black Participation in Voluntary Associations." P. Florin, E. Jones, and A. Wandersman. *Journal of Voluntary Action Research*, Vol. 15 (1), January-March 1986, pp. 65-86. NAL Call No.: HV40.J68.

Seeks to explain black participation in volunteer programs by combining Mischels (1973) cognitive social learning variables with a larger set of demographic and personality ones. Advantages of using this method are noted.

2

"Educational Needs in Volunteer Administration." J. L. Brudney and M. M. Brown. *Voluntary Action Leadership*, Summer 1990, pp. 31-33. NAL Call No.: HV91.V65.

Results of a major survey on continuing education programs in volunteer administration found to be broadly representative of the field. Results indicate that although beginning level training is readily available, advanced training is not.

3

"For the Newcomer: A Brief Look at Volunteer Administration." The Council for Volunteerism. *Voluntary Action Leadership*, Winter 1989/1990, pp. 23-27. NAL Call No.: HV91.V65.

Presents numerous tips in the following categories: recruiting volunteers, interviewing, orientation, training, supervision, staff-volunteer relationships, recognition, evaluation, and termination.

4

"Motivational Differences Between Black and White Volunteers." J. K. Latting. *Nonprofit Voluntary Sector Quarterly*, Vol. 19 (2), Summer 1990, pp. 121-135. NAL Call No.: HV40.J68.

Studies reveal volunteers have both altruistic and egotistical motivations for volunteering. These studies have not sought to determine the differences in motivational factors between black and white

volunteers. This study attempts to make the differences clear.

5

"Neighborhood Needs and Organizational Resources: New Lessons from Detroit." B. Checkoway. *Nonprofit Voluntary Sector Quarterly*, Vol. 20 (2), Summer 1991, pp. 173-189. NAL Call No.: HV40.J68.

Examines organized programs and services pertaining to neighborhood problems. Also evaluates community associations regarding comprehensiveness and quality.

6

"Northwest Volunteer Managers: Their Characteristics, Jobs, Volunteer Organizations and Perceived Training Needs." M. A. Appel, and others. *Journal of Volunteer Administration*, Vol. 7 (1), pp. 1-9. NAL Call No.: HV91.J68.

Reveals the need for a variety of different types of in service training to appeal to managers' diverse education and experience.

7

"Preventing Burnout: Taking Stress out of the Job." M. Kessler. *Journal of Volunteer Administration*, Vol. 9 (3), Spring 1991, pp. 15-20. NAL Call No.: HV91.J68.

Rather than blaming the individual for lack of coping skills, a more scientific approach proposes that organizations work with individuals to identify and rectify situations which cause stress.

8

"Recruiting Black and Hispanic Volunteers: A Qualitative Study of Organizations' Experiences." S. M. Chambré. *Journal of Volunteer Administration*. Fall 1982, Vol 1 (1). pp. 3-9. NAL Call No.: HV91.J68.

Provides evidence of low levels of nonwhite participation. Experiences of many organizations in expanding nonwhite volunteerism are cited. Focuses on techniques and strategies for recruitment based on these findings.



## Rural Information Center Publication Series

9

"Reentry through Volunteering: The Best Jobs that Money Can't Buy." E. O'Donald. *Voluntary Action Leadership*, Fall 1989. pp. 22-31. NAL Call No.: HV91.V65.

Offers flexible programs for volunteers. Discusses advantages for volunteers in learning job skills.

10

"Students and Voluntarism: Looking into the Motives of Community Service Participants." R. C. Serow. *American Education Research Journal*, Vol. 28 (3), Fall 1991, pp. 543-556. NAL Call No.: L11.A5.

Motivations for participating in community service appear complex and variable according to this combined survey and narrative interview data. Altruistic motivations may vary from civic mindedness to personal caring.

11

"Training for Team Building." G. E. Huszczo. *Training and Development Journal*, Vol. 44 (2), Feb. 1990, pp. 37-43. NAL Call No.: BF636.T7.

Recommends that commitment by employees should replace managerial directives. Proposes small group teams for resourceful ideas and high-quality solutions. Suggests ways to avoid 10 frequent threats to team-training methods.

12

"Volunteers' Life-Styles: Market Segmentation Based on Volunteers' Roles Choices." K. W. Heidrich. *Nonprofit and Voluntary Sector Quarterly*, Vol. 19 (1), Spring 1980, pp. 21-31. NAL Call No.: HV40.J68.

Study based on volunteers in different types of roles and different levels of involvement. Finds that the role most often desired is leadership. Demonstrates that role types can be correlated with life-style characteristics. Points out that organizations can design recruiting methods to attract particular traits or characteristics.

13

"The Volunteer Needs Profile: A Tool for Reducing Turnover." G. R. Francies. *Journal of Volunteer Administration*, Vol. 1(4) Winter 1983, pp. 17-33. NAL Call No.: HV91.J68.

Addresses the problem of turnover among volunteers. Suggests that this can be accomplished by using a Volunteer Needs Profile. Provides data on key areas including experience, achievement, social responsibility, and social contact.

14

"Young Volunteers in Action: A High School Community Education and Placement Model." M. Parks. *Journal of Volunteer Administration*, Vol. 7 (2), Winter 1988/1989, pp. 13-17. NAL Call No.: HV91.J68.

Focus on 3 principles: benefits, motivation, and placement. Presents background, discusses principles, describes the program, discusses interviews, and summarizes problems.

## Books

1

*Activities for Trainers: 50 Useful Designs*. Cyril R. Mill. San Diego, CA: University Associates, 1980. 226 p. NAL Call No.: HM134.M4.

Collection of resource materials which include activities such as cross-cultural training, stress training, and supervisory training. Addresses purpose, group size, length of time, intended setting, and procedure.

2

*Be a Better Leader: A Leadership Development Curriculum*. John F. Duschat and others. New Brunswick, NJ: Rutgers Cooperative Extension Service, 1990. 1 vol. (unpaged). NAL Call No.: HM141.B42.

Structured as a practical means of providing assistance to current and potential community leaders seeking leadership training. Contains six integrated sessions: Person as Leader, Personal Organizational Skills, Interpersonal Relations, Organizational Structure, Leading a Meeting, and Decision Making/Problem Solving. Comprehensive coverage.

3

*Community Leadership Development: Present and Future*. A Report by the National Extension Task Force for Community Leadership. University Park, PA: Northeast Regional Center for Rural

## Volunteerism

Development, 1989. 29 p. NAL Call No.: HN90.C6N6. no.50.

Urges strong commitment for expanded support of national network for community leadership with links to relevant topics/issues. Ongoing resources needs stressed, particularly regarding newsletters and/or computer databases. Centralized control deemed crucial.

4

*Contemporary Issues in Leadership* 2nd edition. William E. Rosenach and Robert L. Taylor, editors. Boulder, CO: Westview Press, 1989. 248 p. NAL Call No.: HM141.C69 1989.

Appealing to a broad range of leaders and potential leaders, the chief aim is to describe, analyze, and evaluate leader's qualities and commitment in terms of tasks and performance.

5

*Excellence in Management: Practical Applications for Success.* Rick Conlow. Los Altos, CA: Crisp Pub., 1991. 132 p. NAL Call No.: HF5549.C66.

Practical guidebook that seeks to provide skills and strategies for achieving excellence in managerial situations. Lists six keys to excellence: succeeding as a leader, communicating with people creating superior service, managing your time, hiring the best people, achieving managerial excellence.

6

*Exploring Volunteer Space: The Recruiting of a Nation.* Ivan H. Scheier. Boulder, CO: Volunteer: The National Center for Citizen Involvement, 1980. 200 p. NAL Call No.: HN90.V64S34.

Focuses on expanding the concept of volunteering to include key involvement and integration within communities and organizations.

7

*Extension's Blueprint for Volunteer Excellence.* M. M. Holtham. Ithaca, NY: Cornell Cooperative Extension, 1989. 161 p. NAL Call No.: S533.E9.

Clarifies roles of volunteers. Provides information on their identification, selection, orientation, preparation, utilization, recognition, and evaluation. Companion volume contains transparencies and handouts.

8

*Finding Your Way through the Maze of Volunteer Management.* Sue Vineyard. Downer's Grove, IL: Heritage Arts, 1981.64 p. NAL Call No.: HN49.V64V56.

Guide to reference sources that lists resource organizations and publications, volunteer groups, reference works, available courses, standards and guidelines, and volunteer terms.

9

*Fostering Volunteer Programs in the Public Sector: Planning, Initiating, and Managing Voluntary Activities.* Jeffrey L. Brudney. San Francisco: Jossey-Bass, 1990. 243 p. NAL Call No.: HN90.V64B78 1990.

Focus is on volunteer programs within government. Presents a balanced technique for producing and augmenting services, as well as ways volunteer programs can be inaugurated, maintained, and preserved in the public sector.

10

*From the Top Down: the Executive Role in Volunteer Program Success.* Susan J. Ellis. Philadelphia, PA: Energize Associates, 1986. 185 p. NAL Call No.: HN49.V64E44.

Written for top-level decision-makers. Discusses the management issues related to volunteerism. Concentrates on providing methods for: establishing policy, budgeting funds, selecting staff, assuring teamwork, sharing vision, and demonstrating commitment.

11

*Lead On: The Complete Handbook for Group Leaders.* Leslie Griffith Lawson, Franklin D. Donant, and John D. Lawson. San Luis Obispo, CA: Impact Publishers, 1984. 162 p. NAL Call No.: HM141.L37.

Contents that leadership is an interactive process consisting of: task behavior, relationship behavior, and the situation. Asserts that appropriate leadership style varies with task maturity. The frequency of checking on tasks and level of task guidance should be determined by knowledge of member's skills and abilities as well as their likes and dislikes.

## Rural Information Center Publication Series

12

*The Leader's Edge: The Seven Keys to Leadership in a Turbulent World.* Burt Nanus. Chicago: Contemporary Books, 1989. 224 p. NAL Call No.: HD57.7.N36.

The first half of the book documents the decline of American leadership in an era of abundance, and the second half focuses on seven areas of leadership qualities needed in contemporary life. The qualities include: farsightedness, mastery of change, organizational design, anticipatory learning initiative, mastery of interdependence, and high standards of integrity.

13

*Leadership.* James MacGregor Burns. New York: Harper & Row, 1978. 530 p. NAL Call No.: HM141.B4 1978.

Focuses on determining the characteristics of leadership concerning foundations, standards, and managerial guidelines. The central purpose is to provide a framework from which to judge and evaluate characteristics and attributes of political leaders.

14

*Learning to Lead: An Action Plan for Success.* Pat Heim and Elwood N. Chapman. Los Altos, CA: Crisp Publications, Inc., 1990. 74 p. NAL Call No.: HD57.7.H42.

Workbook approach featuring self-assessed questionnaires and case studies. Primary purpose is to show that basic management skills are a further enhancement of basic leadership skills. These skills are based on three sources of leadership power: personality power, knowledge power, role power. Leaders convey an ability to effectively communicate specific goals into a vision of reality through the decisions that they make.

15

*More Games Trainers Play: Experiential Learning Exercises.* Edward E. Scanell. New York: McGraw Hill, 1983. 302 p. NAL Call No.: HM133.S3.

Comprehensive sampling of aids to fortify key points. Presented as exercises and activities. Includes objectives, procedure, discussion questions, materials required, approximate time required, and sources.

16

*New Approaches to Effective Leadership: Cognitive Resources and Organizational Performance.* Fred Edward Fielder and Joseph E. Garcia. New York: John Wiley & Sons, 1987. 240 p. NAL Call No.: HM141.F475.

A theoretical approach supplemented by charts and graphs. Cognitive resource theory model of leadership based on interrelating and correlating important leadership theories. Contends that this single model best explains effective leadership performance.

17

*New Employee Orientation: A Practical Guide for Supervisors.* Charles M. Cadwell. Los Altos, CA: Crisp Publications, 1988. 80 p. NAL Call No.: HF5549.5.I53C33.

Aim is to prevent costly employee high turnover rates. Examines the benefits of a solid orientation program, and planning objectives. Offers a total programmatic approach for developing a formal orientation program.

18

*The Nine Keys to Successful Volunteer Programs.* Kathleen Brown Fletcher. Rockville, MD: Taft Group, 1987. 87 p. NAL Call No.: HN90.V64F53.

Handbook stresses key concepts rather than successful formulas because there are none that guarantee success. These concepts include: good job description, staff commitment, well-planned recruitment, careful screening and selection, appropriate training, good supervision, appropriate surveillance, adequate recognition, and systematic evaluation.

19

*Proof Positive: Developing Significant Volunteer Recordkeeping Systems.* Susan J. Ellis and Katherine H. Noyes. Philadelphia, PA: Energize, 1980. 46 p. NAL Call No.: HV41.E4.

Offers systematic procedures for recording details for a number of projects including: evaluation, achievements, and needs.

## Volunteerism

20

*Stronger Together: Recruiting and Working with Ethnocultural Volunteers.* Sue Pike. Ottawa, Ont: Central Volunteer Bureau of Ottawa-Carleton, Voluntary Action Directorate, Multiculturalism and Citizenship Canada, 1990. 32 p. NAL Call No.: HN49.V64P54.

Offers advice and guidelines concerning methods and approaches for organizations and staff to develop sensitivity to and appreciation for ethnic volunteers. Published in Canada, its advice is appropriate in other countries.

21

*A Study in Excellence: Management in the Nonprofit Human Services.* Washington, DC: National Assembly of National Voluntary Health and Social Welfare Organizations, 1989. 198 p. NAL Call No.: DV91.S78.

Shows which elements of leadership contribute to excellence while improving efficiency and productivity of managers. Divided into two parts: (1) empirical research findings and (2) case studies that illustrate these findings.

22

*United Way of America's Blueprint for Volunteer Diversity.* Alexandria, VA: Volunteer and Community Initiatives Division, United Way of America, 1980. 161 p. NAL Call No.: HV41.U65.

Offers recommendations on ways to recruit Black, Hispanic, Native American and Asian leaders. Includes models of targeted outreach proposals for increasing involvement by diverse ethnic populations.

23

*A Vision for Strengthening Local Leadership: How to Create an Effective Volunteer Coordinator System.* W. Fox. 4-H (Purdue University. Cooperative Extension Service) 723. West Lafayette, IN: Purdue University, Cooperative Extension Service Feb. 1989. 42 p. NAL Call No.: S533.F66F43. no.723.

Outlines a team approach for evaluating and strengthening middle management by using the guidepost model and/or the L-O-O-P model. Also includes four types of volunteer coordinator roles and nine appendices.

24

*Voluntarism: A Workbook on How to Build or Improve a Volunteer Program.* Gene Glover and Michele Mickelson; prepared in cooperation with Criminal Justice Institute, University of Wisconsin Extension. Madison, WI: Regents of the University of Wisconsin Extension System, 1981. 60 p. NAL Call No.: HN90.V64G66.

Workbook offers concise accounts of aspects of volunteering, contains recommendations for working with groups, includes examples of planning sheets, checklists, and questionnaires. Describes the major literature in the field.

25

*The Volunteer Organization Handbook.* Marie Arnot, Lee J. Cary, Mary Jean Houde. Blacksburg, VA: Center for Volunteer Development, Cooperative Extension Service, Virginia Polytechnic Institute and State University, 1985. 182 p. NAL Call No.: Call No.: HN90.V64A7.

Designed for individuals who want to assert effective leadership in groups. Part 1 consists of five self-instructional modules related to leadership in groups; part 2 consists of nine chapters dealing with problem situations and concerns.

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ASSOCIATIONS

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**American Red Cross**  
17th & D Streets, NW  
Washington, DC 20006  
202-737-8300

Operates under congressional charter. Aids in disaster relief. Serves members of armed forces. Among other activities trains volunteers for community service.

**Association for Research on Nonprofit Organizations and Voluntary Action (ARNOVA)**  
(Formerly: Association of Voluntary Action Scholars (AVAS))  
Route 2, Box 696  
Pullman, WA 99163  
509-332-3417  
509-335-2863 (FAX)

ARNOVA blends theoretical and practical insights from more than 20 specialties worldwide. Topics of interest include: Citizen Participation, Social Movements, Community Development, Independent Sector Issues, Philanthropy, Nonprofit Management, etc.

**Association of Volunteer Centers**  
736 Jackson Place, NW  
Washington, DC 20503  
202-408-5162

Provides access to wide variety of information on volunteer topics such as administration, fund raising, training, etc.

**Foundation Center**  
79 Fifth Avenue  
New York, NY 10003  
212-620-4230  
212-807-3677 (FAX)

Aim is to acquire, organize, and disseminate information about foundations and the grants they award. Provides research libraries in New York City, NY, Washington, DC, Cleveland, OH, San Francisco, CA, as well as access to 171 networked cooperating collections.

**Independent Sector**  
1828 L Street, NW  
Washington, DC 20036  
202-233-8100

Devoted to improving efficiency and effectiveness of nonprofit organizations. Administers specific programs in Public Education, Communication,

Research, Nonprofit Operations and Management, and Government Relations.

**National Volunteer Center  
Points of Light Foundation**  
736 Jackson Place, NW  
Washington, DC 20503  
202-408-5162  
202-408-5169 (FAX)

Coordinates 380 volunteer centers. Promotes volunteering within the local community. Serves as an information clearinghouse.

**National Center for Nonprofit Boards**  
2000 L Street, NW, Suite 411  
Washington, DC 20036  
202-452-6262

Purpose is to strengthen governing boards. Operates as information center. Offers conferences, training programs, and workshops.

**Points of Light Initiative**  
US/White House – Office of National Service  
Old Executive Office Building  
Room 100  
Washington, DC 20500  
202-456-6266  
202-456-6244 (FAX)

Seeks to make community service central to needs and interests of society. Aim is to identify and nurture community leaders who will address critical community needs.

**Society of Nonprofit Organizations**  
314 Odana Road, Suite One  
Madison, WI 53719  
608-274-9777

Provides forum for exchange of knowledge, information, and ideas. Aim is for nonprofit corporations to be more efficient and effective.

**Support Centers of America**  
2001 O Street, NW  
Washington, DC 20036  
202-833-0300  
202-857-0077 (FAX)

Provides regional centers (for locations see Workshops/ Seminars/ Courses). Assists nonprofits to be more efficient and productive by providing support for financial management, fund raising, etc.

## **Volunteerism**

### **Taft Group**

12300 Twin Brook Parkway  
Rockville, MD 20852  
301-816-0210  
800-474-3761  
301-816-0811 (FAX)

Furnishes information concerning nonprofit management, grant opportunities, fund raising methods. Publishes a directory which contains detailed information on 450 top corporate foundations.

### **United Way of America**

701 North Fairfax Street  
Alexandria, VA 22314-2045  
703-876-7100  
800-233-1962  
703-683-7840 (FAX)

Service organization which provides opportunities and training for volunteers in a variety of areas.

### **Volunteers in Technical Assistance (VITA)**

1600 Wilson Blvd., Suite 500  
Arlington, VA 22209  
703-276-1800

Supplies technical assistance on a wide range of subjects including microcomputer applications.



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## EDUCATION AND TRAINING

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### **Education and Training Program**

California State University  
University Extension  
Long Beach, CA 90840  
310-985-8455

Certificate in Administration of Nonprofit Programs.  
Modules include: Nonprofit Administration,  
Planning and Marketing, and Human Resource  
Management.

### **Case Western Reserve University**

Mandel Center for Nonprofit Organizations  
10900 Euclid Avenue  
Cleveland, OH 44106-7164  
216-368-8566

Offers Masters Degree in Nonprofit Organizations  
(MNO) consisting of 45 graduate credit hours and  
Certificate in Nonprofit Management (CNM)  
consisting of 13-15 graduate credits. Both programs  
offer courses in following areas: Management of  
Volunteers and Professional Workers, Resource  
Development and Fund raising, Governance by  
Volunteer Boards of Trustees, etc. Foundation  
courses are almost identical and include:  
Introduction to the Nonprofit Sector, Ethics,  
Professionalism, and Leadership, Quantitative  
Methods for Nonprofit Organizations, etc.  
Advanced courses for Masters include: Practical  
experience in Organizational Effectiveness,  
Governance and Management of Change, and  
Strategic Planning.

### **Colorado University**

Office of Conference Services  
Campus Box 454  
Boulder, CO 80309-0454  
302-492-5151

Offers three levels of certificates for Volunteer  
Management Program. One program is for  
beginners. The second is for managers with at least  
two years of experience and the third is directed at  
the executive level.

### **Des Moines Area Community College**

Continuing Education  
2006 Ankeny Boulevard  
Ankeny, IA 50021  
515-964-1000

Volunteer Management Specialists Certificate  
currently is composed of required courses in  
Volunteer Program Management, Leadership and  
Human Relations, Management of Volunteers, Role

of the Board and Staff, and Maintaining Volunteer  
Programs. Also offers courses in Volunteer  
Management such as Professional Image,  
Leadership – An Inner Dimension, Build an  
Effective Team, etc.

### **Duke University**

Center for the Study of Philanthropy and Voluntarism  
4875 Duke Station  
Durham, NC 27706  
919-684-4592  
919-681-8288 (FAX)

Part of the Institute of Policy Sciences and Public  
Affairs, an interdisciplinary research program.  
Professional Masters Degree in Public Policy  
Analysis and Management and undergraduate major  
in Public Policy. Center offers courses in  
Philanthropy, Public Policy, and the Arts; Federal  
Policy and the Nonprofit Sector; The Idea of the  
Voluntary Society: Charitable Giving, Volunteering,  
and Public Policy to Fulfill the Needs of the  
Community, etc.

### **Energize**

5450 Wissahickon Avenue, Lobby A  
Philadelphia, PA 19144  
215-438-8342

Consulting firm with exclusive focus on volunteerism.  
Uses a collaborative approach. Specializes in  
various topics of volunteer management and  
membership development. Topics include: Project  
Evaluation, Board and Advisory Committee  
Development, Leadership Training, Recordkeeping  
System Design, Budgeting and Financial  
Management Skills, Volunteer/Employee Team  
building.

### **George Washington University**

Department of Public Administration  
School of Government and Business Administration  
Washington, DC 20052  
202-994-6295

Offers Master of Association Management.  
Spanning four academic core areas: Association  
Management, Business Administration, Management  
Science, and Public Administration, includes courses  
in: The Association: Roles and Influence, Marketing  
Management for Associations, Information Systems  
for Associations, etc.

## Volunteerism

**Georgia State University**  
College of Public & Urban Affairs  
School of Public Administration and Urban Studies  
University Plaza  
Atlanta, GA 30303  
(404) 651-1378  
(404) 651-3350 (FAX)

Offers a baccalaureate degree in volunteer agency administration for students pursuing careers with non-profit voluntary agencies such as the American Red Cross, YMCA, YWCA, Big Brothers, etc. Course work is designed to prepare administrators who can supervise volunteers, plan programs, manage budgets, raise funding and contribute to community problem-solving.

**Goucher College**  
Center for Continuing Studies  
Towson, MD 21204  
410-337-6000

Offers certificates in Fund Raising Management, Meeting Planning Management, Public Relations Management and Technical Writing.

**Governors' Offices on Voluntarism**  
Executive Director  
Kentucky Office of Volunteer Services  
275 East Main #6W  
Frankfort, KY 40621  
502-564-4357

Among other services provided are a variety of training programs such as Volunteer Program Management, The Art of Leadership, How to Supervise Volunteers, How to Train Volunteers, etc. For location and training programs of applicable state agencies, call the above listed telephone number.

**Hawkeye Institute of Technology**  
1501 East Orange Road  
Waterloo, IA 50704  
319-296-2320

Offers six workshops: Career Building for Youth, Listening Skills, Recreation, Leisure, Diversity, and Volunteering: An Act of Faith. Conference committee determines workshop topics by reviewing evaluations of current conference and by evaluating input from agency contacts.

**Office of Continuing Education**  
The Bishops House  
Durham, NC 27708  
919-684-6259

Offers Certificate Program in Non-Profit Management which consists of practical courses and workshops that focus on unique concerns of managers. Courses include: Basic Fund raising,

Charitable Gifts and the Tax Law, Grant writing, Strategic Marketing, etc.

**Regis University**  
Center for Nonprofit Organization Leadership  
3333 Regis Blvd.  
Denver, CO 80221-1099  
303-458-4331  
303-458-4921 (FAX)

Offers Master in Nonprofit Management Degree. Courses include: The Nonprofit Sector in Society, Legal Issues and Nonprofit Organizations, Lobbying and Nonprofit Organizations, Fund raising for Nonprofit Organizations, etc.

**Seton Hall University**  
Center for Public Service  
South Orange, NJ 07070  
201-761-9510  
201-761-9788 (FAX)

Offers Masters in Public Administration with concentration in Nonprofit Management. Courses include: Introduction to the Nonprofit Sector: Function, Law, and Policy, Leadership in the Nonprofit Organization, Resource Development in Nonprofit Organizations, etc.

**Sinclair Community College**  
Extended Learning & Human Services  
Dayton, OH 45402-1460  
513-226-2702

College Certificate in Management of Volunteer Programs. Features interdisciplinary curriculum. Courses include: Volunteer's Role in the Community, Managing Volunteer Programs, Principles of Management, Principles of Interviewing, etc.

### Support Centers of America

16 Centers nationwide provide series of workshops on wide variety of topics including: Strategic Planning, Team Building, Advanced Volunteer Management, Managing a Small Nonprofit, Effective Presentations, Corporate Fund Raising, etc.

**California**  
**Palo Alto Computer Resource Center**  
208 California Avenue, Suite B  
Palo Alto, CA 94306  
415-323-0873

**San Diego Support Center**  
8361 Vickers Street, Suite 207  
San Diego, CA 92111  
619-292-5702

## Rural Information Center Publication Series

### **San Francisco Support Center**

70 10th Street, Suite 201  
San Francisco, CA 94103-1302  
415-552-7584  
415-552-8824 (FAX)

### **Colorado**

#### **Denver Applied Research and Development Institute**

1805 South Bellaire Street, Suite 219  
Denver, CO 80222  
303-691-6076, 303-691-6077 (Fax)

### **Georgia**

#### **Atlanta Nonprofit Resource Center**

50 Hurt Plaza, Suite 411  
Atlanta, GA 30303  
404-688-4845  
404-688-3060 (FAX)

### **Illinois**

#### **Chicago Support Center**

166 West Washington, Suite 530  
Chicago, IL 60602-2311  
312-606-1530  
312-606-1532 (FAX)

### **Massachusetts**

#### **Boston Support Center**

20 Park Plaza, Suite 530  
Boston, MA 02116-4399  
617-426-1331  
617-426-9236 (FAX)

### **New Jersey**

#### **Newark Support Center**

17 Academy Street, Suite 517  
Newark, NJ 07102  
201-643-5774, 201-242-4709 (Fax)

### **New Mexico**

#### **Sante Fe National AIDS Support Center**

1915 Rosina  
Sante Fe, NM 87501  
505-986-8337  
505-986-3938 (FAX)

### **New York**

#### **New York Support Center**

305 7th Avenue, 11th Floor  
New York, NY 10001-6008  
212-924-6744  
212-924-9544 (FAX)

### **Oklahoma**

#### **Oklahoma City Support Center**

525 NW 13th Street  
Oklahoma, OK 73103-2238  
405-236-8133, 405-272-0436 (fax)

#### **Tulsa Support Center**

P.O. Box 2524  
Tulsa, OK 74101  
918-588-6636

### **Rhode Island**

#### **Warwick Support Center**

422 Post Road, Suite 101  
Warwick, RI 02888  
401-781-3338

### **Texas**

#### **Houston Support Center**

1300 Main Street, Suite 640  
Houston, TX 77002-6811  
713-739-7728

### **Virginia**

#### **Richmond National Office**

2406 Lockwood Road  
Richmond, VA 23294  
804-672-7020

### **Washington, DC**

#### **Washington Support Center**

2001 O Street, NW  
Washington, DC 20036  
202-833-0300  
202-857-0077 (FAX)

#### **Washington National Office**

2001 O Street, NW  
Washington, DC 20036-5955  
202-296-3900  
202-857-0077 (FAX)

### **International**

#### **Cairo International Office**

Support Centers International  
Executive Business Center, No. 7  
Nile Hilton Hotel  
Cairo, Egypt  
01-1-202-767-444  
01-1-202-760-874 (FAX)

### **Vermont College**

Norwich College for Volunteer Administration  
Continuing Education  
Montpelier, VT 05602  
802-828-8800

## Volunteerism

Offers Certificate in Volunteer Management, a series of workshops, offered periodically. Topics for September 1992 include: Plans of Action, Job Design, Recruiting, Placement, Retaining, Recognitions, etc. All workshops designed to be interactive. Programs chosen based on perceived interests and needs.

**Virginia Polytechnic Institute and State University**  
Institute of Leadership and Volunteer Development  
Blacksburg, VA 24601  
703-231-7895

Provides program assistance and consultation with local government leaders and local voluntary association leaders. Covers planning, program management, and organization development.

**Virginia Polytechnic Institute and State University**  
Institute for Community Leadership and Nonprofit Management  
Northern Virginia Graduate Center  
2990 Telestar Court  
Falls Church, VA 22042  
703-698-6093

Provides local, regional, and national nonprofit organizations with resources designed to develop improved organizational efficiency and effectiveness. Services to nonprofit organizations include: Board Workshops and Retreats, Management and Staff Training, Fund raising Consulting, etc. Courses include: Supervisory Skills Marketing Skills, Managing and Evaluating Programs, and Community Leadership Skills.

**VMSystems**  
1807 Prairie Avenue  
Downers Grove, IL 60515  
708-964-1194

Deals with all topics of Volunteerism and Nonprofit Management, Motivation, and Recruitment. Typical topics include: Recruitment, Motivation, and Marketing. Courses structured depending on clients needs.

### **Volunteer Action Centers**

**VOLUNTEER: The National Center/Points of Light Foundation**  
736 Jackson Place, NW  
Washington, DC 20503  
202-408-5162  
800-879-5400

Provides some centers which specialize in workshops and seminars on a variety of topics such as Marketing Plans, Assessing Program Needs, Evaluating Programs, etc. For local center near you, call the above number.



## Document Delivery Services to Individuals

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**Document Delivery Service** — Photocopies of articles are available for a fee. Make requests through local public, academic, or special libraries. The library will submit a separate interlibrary loan form for each article or item requested. If the citation is from an NAL database (CAIN/AGRICOLA, *Bibliography of Agriculture*, or the NAL Catalog) and the call number is given, put that call number in the proper block on the request form. Willingness to pay charges must be indicated on the form. Include compliance with copyright law or a statement that the article is for "research purposes only" on the interlibrary loan form or letter. Requests cannot be processed without these statements.

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- Duplication of NAL-owned microfilm — \$10.00 per reel.
- Duplication of NAL-owned microfiche — \$ 5.00 for the first fiche and \$ .50 for each additional fiche per title.

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USDA, National Agricultural Library  
Document Delivery Services Branch, 6th Fl.  
10301 Baltimore Blvd., NAL Bldg.  
Beltsville, Maryland 20705-2351

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#### SYSTEM ADDRESS CODE

INTERNET..... LENDING@NAL.USDA.GOV  
EASYLINK..... 62031265  
ONTYME..... NAL/LB  
TWX/TELEX..... Number is 710-828-0506 NAL LEND. This number may only be used for ILL requests.  
FTS2000..... A12NALLEND  
OCLC..... NAL's symbol AGL need only be entered once, but it must be the last entry in the Lender string. Requests from USDA and Federal libraries may contain AGL anywhere in the Lender String.

#### SAMPLE ELECTRONIC MAIL REQUEST

AG University/NAL ILLRQ 231 4/1/93 NEED BY: 6/1/93

Interlibrary Loan Department  
Agriculture University  
Heartland, IA 56789

Dr. Smith Faculty Ag School

Canadian Journal of Soil Science 1988 v 68(1): 17-27

DeJong, R. Comparison of two soil-water models under semi-arid growing conditions

Ver: AGRICOLA

Remarks: Not available at IU or in region.

NAL CA: 56.8 C162

Auth: C. Johnson CCL Maxcost: \$15.00

MORE

TELEFACSIMILE - Telephone number is 301-504-5675. NAL accepts ILL requests via telefacsimile. Requests should be created on standard ILL forms and then faxed to NAL. NAL does not fill requests via Fax at this time.

#### REQUIRED DATA ELEMENTS/FORMAT

1. Borrower's address must be in block format with at least two blank lines above and below so form may be used in window envelopes.
2. Provide complete citation including verification, etc.
3. Provide authorizing official's name (request will be rejected if not included).
4. Include statement of copyright compliance if applicable.
5. Indicate willingness to pay applicable charges.
6. Include NAL call number if available.

Contact the Document Delivery Services Branch at (301) 504-6503 if additional information is required.